

CLAIMS

What is claimed is:

- 1 1. A method for dynamically configuring a speech recognition portal, comprising:
 - 2 a) conducting a session with a user utilizing a speech recognition portal, wherein
3 access to a network is provided during the session via the speech recognition
4 portal;
 - 5 b) receiving utterances from the user during the session via the speech recognition
6 portal;
 - 7 c) performing a speech recognition process on the utterances to interpret the
8 utterances; and
 - 9 d) dynamically configuring one or more aspects of the speech recognition portal
10 during the session.
- 1 2. The method of claim 1, further comprising monitoring the configuration of the
2 speech recognition portal during the session to ascertain user preferences of the
3 one or more aspects of the speech recognition portal, and storing the user
4 preferences in a memory.
- 1 3. The method of claim 2, wherein the user preferences are retrieved from the
2 memory upon initiation of a subsequent session with the user utilizing the speech
3 recognition portal, and wherein at least one aspect of the speech recognition portal
4 is initially configured based on the retrieved user preferences.
- 1 4. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal include a set of applications presented in the speech recognition portal
3 during the session.

1 5. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal include a set of commands available for use in the speech recognition
3 portal.

1 6. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal include a set of verbal prompts used in the speech recognition portal.

1 7. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on a locale of the user.

1 8. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on at least one of the interpreted
3 utterances of the user.

1 9. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on a credit card account number of the
3 user.

1 10. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on stock purchases by the user.

1 11. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on characteristics of the user.

1 12. The method of claim 1, further comprising dynamically configuring one or more
2 back end processes in communication with the speech recognition portal via the
3 network.

1 13. The method of claim 1, wherein information about a gender of the user is
2 ascertained from the utterances, and wherein the one or more aspects of the

3 speech recognition portal are dynamically configured based on the ascertained
4 gender of the user.

1 14. The method of claim 1, wherein a profile is associated with the user, and wherein
2 the one or more aspects of the speech recognition portal are dynamically
3 configured upon change of the profile by a third party authorized to change the
4 profile.

1 15. The method of claim 1, wherein a graphical interface is presented to the user
2 utilizing the network during the session to allow the user to input information via
3 the graphical interface, and wherein the one or more aspects of the speech
4 recognition portal are dynamically configured based on the information input by
5 the user via the graphical interface.

1 16. A system for dynamically configuring a speech recognition portal, comprising:
2 a) logic for conducting a session with a user utilizing a speech recognition portal,
3 wherein access to a network is provided during the session via the speech
4 recognition portal;
5 b) logic for receiving utterances from the user during the session via the speech
6 recognition portal;
7 c) logic for performing a speech recognition process on the utterances to interpret
8 the utterances; and
9 d) logic for dynamically configuring one or more aspects of the speech recognition
10 portal during the session based on at least one of the interpreted utterances.

1 17. The system of claim 16, further comprising logic for monitoring the configuration
2 of the speech recognition portal during the session to ascertain user preferences of
3 the one or more aspects of the speech recognition portal, and logic for storing the
4 user preferences in a memory.

1 18. The system of claim 16, wherein the one or more aspects of the speech
2 recognition portal include a set of commands available for use in the speech
3 recognition portal.

1 19. The system of claim 16, wherein the one or more aspects of the speech
2 recognition portal include a set of verbal prompts used in the speech recognition
3 portal.

1 20. A computer program product for dynamically configuring a speech recognition
2 portal, comprising:
3 a) computer code for conducting a session with a user utilizing a speech recognition
4 portal, wherein access to a network is provided during the session via the speech
5 recognition portal;
6 b) computer code for receiving utterances from the user during the session via the
7 speech recognition portal; and
8 c) computer code for performing a speech recognition process on the utterances to
9 interpret the utterances; and
10 d) computer code for dynamically configuring one or more aspects of the speech
11 recognition portal during the session based on at least one of the interpreted
12 utterances.